



ZJW  
AF

Attorney Docket No. ESFT-001/00US

PATENT

Express Mail Label Number: EV459983605US  
Date of Deposit: May 5, 2005

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Mail Stop Patent Application, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

By:

Daxmara Sanchez

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Hartman et al..

Confirmation No.: 1070

Serial No.: 09/766,469

Art Unit No.: 2154

Filed: January 19, 2001

Examiner: Donaghue, Larry D.

Title: "MANAGED SERVICES PLATFORM"

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313

## AMENDMENT/RESPONSE TO OFFICE ACTION

Sir:

In response to the Office action of April 1, 2005, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page two of this paper.

**Remarks/Arguments** begin on page seven of this paper.